

# Staff Training

What the Records Liaison Needs to  
Communicate to All Employees

# Existence of the Records Management Program

- Authority from the Statutes 1988, Ch. 68
  - Including mandated creation of the Record Liaison position
- Compliance with Public Record Laws
  - MGL Ch. 4, S.7, clause 26
    - Provides definition
  - MGL Ch. 66
    - Mandates public access (MGL Ch. 66 S.10)

# The City's RM Program

- The City now has State Approved Retention Policies and Retention Schedules
- All Liaisons must have a solid grasp of both the Policies and the Schedules
  - Retention Policies explain the Who? Why? and How?
  - Retention Schedules relate the What? and When?

# The City's RM Program (cont.)

- All Employees must Follow the Retention Policies and Implement the Schedules
  - Mandated by Law and Statute
  - Avoidance of Legal Risk
  - Face internal and possibly external judicial penalties for non-compliance

# Policies

- Every Employee should familiarize themselves with all the Retention Policies
  - General Records Retention Policy
  - Each of the other more specific policies
  - Bring questions to Liaisons
- Employee-wide understanding will aid in uniform implementation of the Schedules

# Schedules

- Employees will use your File Plan to apply the Retention Schedules to their records
  - Identify Official Records and non-Official Records (e.g. duplicate copies, or transitory records)
  - Refer back to Retention Schedule for disposition instructions
    - E.g. PERM, 7 years, 3 years, SUP/OBS

# DISPOSITION

- Official Records must be kept for the length of time specified by the Retention Schedule
  - Official Records cannot be destroyed without State Approval
- non-Official Records may usually be destroyed by the employee at their convenience
- **NOTHING may be destroyed once a Litigation Hold is in place**
  - Applies to Official Records and non-Official Records

# Purge Days

- Liaisons oversee the disposition process through Record Purge Days
- At least one Purge Day during the fiscal year
  - Liaisons will notify employees
- This is an opportunity for all employees to catch-up with their retention duties if they have fallen behind: “Spring Cleaning”



# Organizing Electronic Files

- Electronic records to be saved should be filed in an organized and logical arrangement for ease of future retrieval. The following procedures should be employed:
- Whether you keep records on the network or your desktop drive, they should be organized into folders that group related records by your major programs and activities.
- Separate folders should then be created for specific projects, subjects, or other activities. If necessary you can keep subfolders by document type, content, date, retention periods, or other criteria. Unrelated records should not be intermixed within folders and subfolders. We recommend you create an office file plan to track these folders and subfolders.
- Folder and subfolder titles must clearly and accurately show the purpose, content, and characteristics of the records they contain
- Active versus Inactive: Purging your files is simplified if you move files for those issues, cases, etc. that have closed and no longer are actively used to an inactive folder.

# Organizing Paper Files

- The same principles apply to paper-based records saved for possible re-use or other purposes :
- Like electronic files paper documents should be organized into folders and folder categories that group major programs and activities
- Separate folders should be created for and filed by specific projects, subjects, or other activities. If necessary you can keep subfolders by document type, content, date, retention periods, or other criteria. Unrelated records should not be intermixed within folders and subfolders. We recommend you create an office file plan to track these folders.
- Folder and subfolder titles must clearly and accurately show the purpose, content, and characteristics of the records they contain
- Active versus Inactive: Purging of your files is simplified if you move files for those issues, cases, etc. that have closed and no longer are actively used to an inactive folder.

# WHEN?

- Staff training should only begin after the Liaison has completed the File Plan for their Department.
- Without an accurate and detailed File Plan, employees will not be able to apply the Retention Schedule to their records uniformly.